



Employment Training Panel

Arnold Schwarzenegger, Governor

August 25, 2008

Jodi Waterhouse, Manager, Corporate & Professional Education
University of San Diego
5998 Alcala Park
San Diego, CA 92110

Dear Ms. Waterhouse:

RE: Final MONITORING VISIT REPORT for University of San Diego Entrepreneurial Skills Training - ET07-0141

Date of the Visit:	8/1/08
Beginning/Ending Time:	11:30am – 12:30pm
Date of Last Visit:	12/19/07
Visit Location:	Via Teleconference – from SD ETP Office
Persons in attendance:	Jodi Waterhouse, Manager, Corporate & Professional Education, University of San Diego (USD); and Suzanne Godin, ETP Contract Specialist
Action Items remaining from Prior Meeting:	No
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	10/02/06-10/01/08	Agreement Amount:	\$78,700
Training Start Date:	10/01/06	No. to Retain:	80
Date Training must be Completed:	7/01/08	Range of Hours:	8-40
Type of Trainee:	SET Small Business Owner	Weighted Ave. Hours:	40

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

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4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
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1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY:

AGREEMENT HISTORY

The agreement was approved at the September 2006 Panel Meeting and was executed on 12/05/06. Training began on 10/01/06. ETP approved two modifications during the term of the Agreement. Modification 1 added two additional curriculum tracks to its existing curriculum: one specializing in importing/exporting/logistics for small business owners; and another track which emphasized business management and profitability with a focus on hands-on tools for human resources management, case study discussions, and internet marketing development. Modification 2 created Job numbers 3 and 4 in order to give trainees who had successfully completed training and retention in Jobs 1 and 2 the opportunity to participate in the two additional curriculum tracks. Both modifications were approved by the regional manager on 10/10/07.

INTERVIEW WITH THE CONTRACT REPRESENTATIVE: JODI WATERHOUSE

Although the last training session completed on 11/12/07, you continued to actively recruit participants in the hopes of delivering subsequent classes. Marketing the program to small business owners and getting participants to make a commitment to attend classes was more challenging than anticipated. You added that the small business owner wears many hats and typically works far more than an eight hour day, thus making it unrealistic for many to attend classes two to three times weekly.

You also stated that the ETP Small Business Owner eligibility criteria was extremely limiting; specifically the limitation that a business have no more than 9 full time employees and the requirement that each trainee have at least a 20 percent ownership in the business. You suggested that revising the eligibility criteria to allow participation of businesses with as many as 25 full time employees; as well as the inclusion of trainees who were not owners, but held an executive level position within the company (and had been designated by the owner as the company's representative), would make it easier to successfully secure small business participation.

On the positive side, you stated that ETP-funded entrepreneurial skills training did assist USD in serving the training needs of the small business owners (who participated). The participants who completed the program acquired critical skill sets in topics such as importing/exporting, internet marketing and commerce, financial accounting systems for the small business, and organizational growth and management. You added that program evaluations completed by each owner stated that the training had given them the skills to improve productivity, develop a viable business plan, reduce operating costs, and increase overall business revenues.

Finally, you reported that the ETP on-line project administration and record keeping systems were easy to work with when inputting data; however, modifying data entry was at times quite cumbersome and involved.

DISCUSSION OF PROJECTED EARNINGS:

You stated that the statistics on the class/lab tracking system were correct which shows that 19 trainees (24 percent of planned retentions) completed the specified range of class/lab hours (8-60) and retention period. USD tracked 380 eligible hours on the ETP class/lab tracking system for the aforementioned 19 trainees. Therefore, USD is eligible to earn \$15,019 (19 percent of

the encumbered amount) if all other agreement conditions are met. As of the date of this report, USD had received \$15,019, all of which is shown as earned final payments.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	20	Completed Training:	19
Trainees Enrolled:	20	Completed Retention:	19
Dropped Following Enrollment:	1	In Retention Period:	0
No. Completed Minimum Reimbursable Hours :	19		

TRAINING STATUS:

The statistical data submitted by you during this visit, as detailed above, agreed with the information contained on ETP's Trainee Status Report.

INVOICES:

Ms. Godin assisted you in the submission of Invoice 4 for Progress Payment 1 (enrollment) for 5 trainees, Progress Payment 2 (completion of training) for 8 trainees, and Invoice 5 (Final Payment) for 9 trainees. The analyst compared the hours and dates on the class/lab attendance rosters to the information reported on the contractor's tracking documents in order to validate the hours for these trainees before submittal of the invoices.

Documentation reviewed was consistent with information reported on Invoice	4,5,	Yes
Progress Payment	1, 2	Yes
Final Payment	-	Yes

AUDIT:

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at sgodin@etp.ca.gov within ten (10) working days from the receipt date of this letter.

Sincerely,



Carole Robinson for
Diana Torres, Manager
San Diego Regional Office



Suzanne Godin, Contract Analyst
San Diego Field Office

cc: Kulbir Mayall, Fiscal Manager
Amber Luiz, Assistant Director
Diana Torres, Regional Manager
Master File
Project File